CRITICAL INFRASTRUCTURE PROTECTION AND RESILIENCE QUARTERLY NEWSLETTER

ISSUE #5   **April 2014**

Managing Large Events: DHSES At The Super Bowl

Special events are a uniquely challenging responsibility for emergency and security planning. Historically they have served as targets for crime and terrorism, and there is also the ever present threat of a natural disaster or accident. One year ago, the Boston Marathon was the site of an attack which left three dead and hundreds injured. Even without an incident, the large increase of people in a given area requires careful consideration for things like access and egress. Because of this, the Department of Justice recommends that pre-event planning should begin 12-18 months before an event. This planning should involve a large group of agencies, especially venue planners and first responders, as well as businesses which might be impacted by the event.

New York and New Jersey recently had experience managing a large special event, in this case Super Bowl 48. While the event itself was in New Jersey, many of the public events during Super Bowl week took place in New York City. This included "Super Bowl Boulevard," a street fair type event which stretched along Broadway from 34th St to 46th St. This drew nearly a million visitors according to the NFL, and presented a number of challenges associated with the street closings and dense concentrations of visitors. On page 2 you will see just a small glimpse of the work undertaken by the Division of Homeland Security and Emergency Services in coordination with other Federal, State, and Local agencies to ensure a safe and successful event.

ALSO IN THIS ISSUE...

Special Event Management Using The Enhanced Visual Assessment Program

As part of the DHSES plan for Super Bowl 48, Critical Infrastructure Unit staff members met with NYPD, FDNY, FBI, the NFL, and numerous other partners to discuss where events would be held, and what sorts of information would be helpful to them in planning and response. Following this, the Unit began to collect data on events, and then reached out to the operators of the venues to offer them EVAP products. These products gave planners and first responders detailed views of the venues, showing key installations, access points, service corridors, and backstage areas. The team also collected photos during the event, to provide event planners important understanding of crowd flows and bottlenecks for the next similar event.

While the products produced for the event were widely considered to be quite impressive, they could not be used without some training for the recipients. In order to train users, DHSES assigned staff members between one and three agencies to liaise with. Additionally, DHSES offered agencies the opportunity to have a staff member present in their EOC or operations center to answer questions and provide tutorials. This arrangement allowed for an easy, direct path for questions or technical issues, and also helped build information sharing relationships with the agencies.

This was the largest use of the EVAP program to date, and as such a number of lessons were learned. Primarily, the Unit has developed a better understanding of the logistics required for distributing such a large number of copies of the product. Using faster flash drives capable of USB 3.0 turned out to be a huge time saver in both preparing and using the product. Another lesson learned was to set an information cutoff date for pre-event data at least two weeks before the event, to allow enough time for processing all of the data collected into a useable product. Since the Super Bowl, the number of requests for EVAPs for special event management has gone up, and DHSES anticipates working with local first responders to help them meet their planning needs for these challenging events.

Office of Interoperable and Emergency Communication (OIEC) During Super Bowl 48

By Matthew Delaney, Radio Engineer

The New York State Division of Homeland Security and Emergency Services' Office of Interoperable and Emergency Communications (OIEC) was asked to support communications needs for Division staff deployed for Super Bowl 48 activities. OIEC also provided standby support in the event of a large scale communications disruption affecting any part of the area. This was accomplished by siting several communications vehicles in the metropolitan area, establishing communications links to the Regional Operations Center (ROC) at the DHSES offices on 3rd Ave in Manhattan and working with the State Police to utilize their communications system in New York City.

For the week leading up to the Super Bowl, OIEC staffed DHSES's primary command/communications vehicle, Command-1, near Times Square and Super Bowl Boulevard. This vehicle provided a field base of operation for communications. A Strategic Technology Reserve (STR) vehicle was staged north of the MetLife Stadium in New Jersey, as well as a backup STR which was kept in Queens. *(Continued on next page)*

OIEC Super Bowl Support *(continued)*

(Continued from previous page) These vehicles were utilized to provide situational awareness radio and video feeds to the ROC and State Watch Center, as well as to be on stand-by to support New York and New Jersey agencies in case of an incident requiring additional communications support. Due to cellular data and internet loading issues, at midweek OIEC staff established a satellite link from the roof of the 3rd Ave building back to Albany, providing direct radio connectivity and backup telephone services if required. While both Command-1 and the STR vehicles can utilize local and commercial carriers, they also have satellite capability which allows them to operate independently in case local services are overloaded or unavailable.

Communications planning began by area agencies over two years in advance for this event. This was unprecedented in terms of scale and intergovernmental coordination. An entire process was established to detect and report interference to public safety, commercial and GPS users. In addition to planned events such as the Super Bowl, OIEC also supports the Division and other public safety entities in New York State during emergency activations. While fortunately this event occurred without any major unplanned incidents, it provided excellent training opportunities for OIEC staff to deploy equipment in the field, test our cache equipment, and develop workarounds to keep "in our toolbox".

Foundational Information Service Platform Change: Infrastructure Protection Gateway

The federal web-based infrastructure platform utilized within New York State is being transitioned from the Automated Critical Asset Management System (ACAMS) to the Infrastructure Protection (IP) Gateway. Although the Department of Homeland Security (DHS) is still in the process of finalizing its communication to state and local users, the following is being shared to ensure stakeholders are as informed as possible:

What is the IP Gateway?

DHS has communicated that; "The IP Gateway serves as a single interface through which DHS mission partners can access a large range of integrated IP tools and information to conduct comprehensive vulnerability and risk analysis." The system is expected to include tools such as the Infrastructure Survey Tool and the Special Events Domestic Incident Tracker.

What does this mean for ACAMS?

ACAMS will be decommissioned once the transfer to the IP Gateway has occurred. Although formal dates have not been provided, it is anticipated the system will become static this year at the end of May and decommissioned at the end of June. All information stored in ACAMS will be transferred to the IP Gateway and available in a read-only state.

What has NYS done to assist with this transfer?

Personnel from the Office of Counter Terrorism (OCT); Critical Infrastructure Protection Unit have been participating in working groups and pilot projects concerning the IP Gateway. Through this partnership NYS has communicated several serious concerns to DHS about the new system. These concerns include but are not limited to issues with system administration, operational capabilities and training.

What should the NYS IP community expect?

Due to several issues NYS as well as other states and multi-state organizations have identified with the system, it is likely the NYS Administrator for the IP Gateway will delay release to users until the known concerns are mitigated and/or resolved.

Once formal communications have been provided by DHS, the OCT Critical Infrastructure Protection Unit will ensure all active ACAMS users are well informed. If you are not an active ACAMS user but would like to be included in the information sharing process, or would just like to request more information, please send a request to the Critical Infrastructure Protection Inbox at CIP@dhses.ny.gov.

Homeland Security Information Network Update

The newly enhanced Critical Infrastructure Community of Interest on the Homeland Security Information Network – Critical Infrastructure (HSIN-CI) allows DHS and sector stakeholders to efficiently communicate, coordinate, and share information on a single platform. HSIN-CI serves as the primary vehicle for nationwide information sharing and collaboration between DHS, all 16 critical infrastructure sectors, and State and local fusion centers.

In addition to providing tactical and planning functionality for vetted users, HSIN-CI is equipped with improved security measures to protect its libraries of more than 60,000 publications, providing a trusted network to ensure the sustainability and integrity of service delivery and the productivity of our Nation's critical infrastructure.

New initiatives are underway to expand the relevant content available on HSIN-CI. Examples include the Air Domain Awareness portal, which provides security and safety information to aviation owners and operators. To gain access to HSIN-CI, please email your name, employer, work email address, and the critical infrastructure sector with which you are associated to: hsinci@hq.dhs.gov.

New Protective Measures Guide Released

The Commercial Facilities Sector Specific Agency (SSA) announced the release of the *Protective Measures Guide for U.S. Commercial Real Estate*, a For Official Use Only (FOUO) document designed to provide owners and operators of commercial office buildings with information that can be used to maintain a safe environment for occupants, employees, contractors, and visitors. The guide's protective measures provide suggestions for successfully planning, organizing, coordinating, communicating, operating, and training to augment the overall security posture at a building. This is the fifth such guide that Commercial Facilities has published in collaboration with our key industry partners. Previous protective measures guides include *U.S. Sports Leagues* (2008), the *U.S. Lodging Industry* (2010), *Mountain Resorts* (2011), and *Outdoor Venues* (2011).

Though the protective measures presented in the guides are provided in part by our private sector partners, our Federal partners are also collaborators. The Commercial Facilities SSA works with their Government Coordinating Council to ensure that the guides accurately represent their programs and equities. For more information on the Protective Measures Guide series, please contact cfsteam@hq.dhs.gov.

How Is Your Jurisdiction Protecting Your Critical Infrastructure?
We would love to hear from you. Contact CIP@dhses.ny.gov.

NIPP 2013: Partnering For Critical Infrastructure Security and Resilience

In response to Presidential Policy Directive-21 on Critical Infrastructure Security and Resilience, the NIPP 2013 was developed through a collaborative process involving stakeholders from all 16 critical infrastructure sectors, our 50 States, and from all levels of government and industry. The enhanced and updated NIPP 2013 was released on December 20, 2013.

For more information and to download, please visit the NIPP 2013 Webpage.

FY2015 National Critical Infrastructure Prioritization Program

Identification and prioritization of Critical Infrastructure, the destruction or disruption of which could have catastrophic national or regional consequences, provides the foundation for the Department of Homeland Security's (DHS) infrastructure protection and risk reduction programs and activities. DHS has historically executed this responsibility through an annual data call to sector, State, and territorial partners, using criteria developed by the Homeland Infrastructure Threat and Risk Analysis Center (HITRAC) National Critical Infrastructure Prioritization Program (NCIPP). The resulting list of Critical Infrastructure, prioritized in to two categories (Level 1 and Level 2), is used to inform the Department's infrastructure protection plans and programs to ensure that risk mitigation efforts are applied in the most effective way possible.

Since 2007, the New York State Office of Counter Terrorism (OCT) has sought input from the local jurisdictions that represent the largest Metropolitan Statistical Areas in the State. In a persistent effort to ensure New York's infrastructure is appropriately represented this continued partnership is desired. Through this partnership, OCT is committed to assist these agencies in nominating new infrastructure when appropriate and to identify "critical refinements" to DHS' list.

For more information please reach out to your designated DHS Protective Security Advisor or contact Kurt Osterman at kosterman@dhses.ny.gov.

DHS Provided Online Training

IS-913.a: Critical Infrastructure Security and Resilience: Achieving Results through Partnership and Collaboration

The purpose of this online course is to introduce the skills and tools to effectively achieve critical infrastructure security and resilience through partnership and collaboration. The course provides an overview of the elements and processes to develop and sustain successful critical infrastructure partnerships. It is designed for critical infrastructure owners and operators from the Government and private sector, as well as for those with critical infrastructure duties and responsibilities at the State, local, tribal, and territorial levels. The course can be accessed at: http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?CODE=IS-913.a

IS-921.a: Implementing Critical Infrastructure Security and Resilience

This online course introduces those with critical infrastructure duties and responsibilities at the State, local, tribal, and territorial levels to needed information they need and available resources in executing the mission to secure and improve resilience in the Nation's critical infrastructure. The course can be accessed at: https://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-921.a

General inquiries regarding federal, online training should be directed to: IP_Education@hq.dhs.gov

Citizen Preparedness Corps Training Program

Program Will Provide Citizens With The Tools They Need To Be Ready And Able To Help Their Families And Neighbors During Emergencies

Governor Andrew M. Cuomo recently announced the Citizen Preparedness Corps Training Program, which will train approximately 100,000 New Yorkers during 2014 in the proper preparation for emergencies or disasters. The program seeks to provide citizens with the tools and resources to prepare for emergencies and disasters, respond accordingly, and recover as quickly as possible to pre-disaster conditions.

The trainings are led by the New York National Guard in conjunction with experts from the Division of Homeland Security and Emergency Services' Office of Emergency Management and Office of Fire Prevention and Control, and local county emergency management personnel.

The training course provides an introduction to responding to a natural or man-made disaster. Participants are advised on how to properly prepare for any disaster, including developing a family emergency plan and stocking up on emergency supplies. Proper preparation in the home is emphasized with encouragement to ensure that smoke and carbon monoxide detectors, along with fire extinguishers, are all available and in proper working order. Trainers supply information on what organizations can provide additional support; how to register for NY-Alert, the free statewide emergency alert system; and how to be aware of notifications from such sources as the Emergency Broadcast System. Participants are also encouraged to get more involved in existing community-based emergency activities that may be organized through local schools, businesses or community-based organizations.

Governor Cuomo also recently announced the launch of a new website www.prepare.ny.gov, to serve as the digital home for the Citizen Preparedness Corps community. The website will offer information about upcoming trainings, disaster preparedness tips, and ways to volunteer your skills in the event of a disaster.

Each volunteer or family receives a Citizen Preparedness Corps Response Kit that contains key items to assist them in the immediate aftermath of a disaster.

We Want to Hear From You!

For feedback on this Newsletter and to suggest topics for upcoming Newsletters, email us at CIP@dhses.ny.gov